

Bellingham Wallace

Systems & Processes Scorecard

1= Worst Practice / 10 = Best Practice

Item	Process	Self-Score			
1.	Market Research and Trend Analysis:				
	<ul style="list-style-type: none"> Monitoring market trends, consumer preferences, and competitor activities. Conducting market research to identify potential new product opportunities. 				
2.	Sales and Distribution				
	<ul style="list-style-type: none"> Sales go to market strategy development Lead Generation and Management Managing relationships with customers Managing relationships with distributors Pricing and costing management Management of Work in progress (WIP) Sales analysis and reporting by customer / product 				
	3.	Service			
		<ul style="list-style-type: none"> Service go to market strategy development Managing relationships with customers Scheduling & planning Pricing and costing management Management of Work in progress (WIP) Sales analysis and reporting 			
		4.	Customer Service and Support		
			<ul style="list-style-type: none"> Addressing inquiries, processing orders, and handling complaints. Order fulfilment and tracking Warranty management 		
			5.	Procurement and Supplier Management	
				<ul style="list-style-type: none"> Identifying and establishing relationships with reliable international suppliers. Conducting supplier assessments and due diligence to ensure quality and compliance. Negotiating contracts and terms with suppliers to secure the best deals. 	
6.		Logistics and Supply Chain Management:			
	<ul style="list-style-type: none"> Planning and managing the transportation of imports from the source. Optimising the supply chain to minimize lead times and reduce costs. Monitoring inventory levels to prevent stockouts and overstock situations. 				
	7.	Customs Clearance and Importation:			
<ul style="list-style-type: none"> Coordinating with customs authorities to facilitate the smooth clearance of imports Handling import duties, taxes, and tariffs appropriately. 					
8.	Planning and Scheduling				
	<ul style="list-style-type: none"> Detailed planning of value-add processes Scheduling value add process activities Resource allocation and prioritisation Progress monitoring and reporting Optimising production efficiency. 				
	9.	Regulatory Compliance and Documentation:			
		<ul style="list-style-type: none"> Ensuring compliance with import regulations and customs requirements Handling necessary permits, licenses, and certifications Maintaining accurate and up-to-date import/export documentation, including customs declarations, bills of lading, and certificates of origin. 			
		10.	Quality Control and Product Testing		
<ul style="list-style-type: none"> Implementing quality control procedures to inspect and test products for safety and adherence to quality standards. 					
11.	Warehousing and Storage				
	<ul style="list-style-type: none"> Securely storing and managing inventory Inventory control to track stock movement 				
12.	Financial Management				
	<ul style="list-style-type: none"> Budgeting, forecasting and financial planning Financial reporting Managing foreign currency transactions and exchange rate risk Tax and compliance Expense Management Cashflow management 				
	13.	Risk Management and Insurance			
		<ul style="list-style-type: none"> Identifying, pr-actively managing and mitigating business risks Ensuring adequate insurance coverage for potential risks. 			
	14.	Health & Safety, Environmental and Sustainability Practices			
		<ul style="list-style-type: none"> Health and safety system management including incident / accident reporting, investigation & corrective action. Implementing sustainable practices in the supply chain and promoting environmental responsibility. Adhering to safety standards during transportation, storage, and distribution. 			

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Continued.

Item	Process	Self-Score
15.	Emergency and Contingency Planning:	
	<ul style="list-style-type: none"> Developing contingency plans to handle unforeseen events, such as natural disasters or supply chain disruptions. 	
16.	Human Resources	
	<ul style="list-style-type: none"> Recruitment and Onboarding 	
	<ul style="list-style-type: none"> Employee Records Management 	
	<ul style="list-style-type: none"> Payroll and Benefits Administration 	
	<ul style="list-style-type: none"> Performance Management 	
	<ul style="list-style-type: none"> Training and Development 	
17.	IT Systems & Processes	
	<ul style="list-style-type: none"> Network and Infrastructure Management 	
	<ul style="list-style-type: none"> Software Development and Maintenance 	
	<ul style="list-style-type: none"> IT Security and Data Protection 	
	<ul style="list-style-type: none"> System Integration and APIs 	
	<ul style="list-style-type: none"> User Support and Helpdesk 	

Congratulations on completing our Governance self test! Your commitment to assessing your systems and processes is a vital step towards stronger, more efficient governance. If you have any questions or require further assistance in optimising your governance framework, don't hesitate to reach out to our experienced team. We're here to help you achieve the highest standards of governance excellence.